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New Feature: This Season's Designer Labels

2014-10-02 - Ben Henley - Comments (0) - Product

We know that a lot of helpdesks use labels as a key part of their workflow.

Now there's a new way to get even more out of labels: color.

Label *	aphids	#bfe5bf					
	This is the title as it will appear throughout the agent a	Ê					
	Save						

Replace uniform gray labels with your own custom colors, and your agents instantly get more information at a glance:

S3 TICKETS	+ ADD Sundelivered Mali						
Ordered by Urgency base ♥ grouped by None ♥ III IIII □ 0 selected 13	ID: 2 Crawling with aphids!!						
#1 Billing error Awaiting Agent 1 User <user@example.com></user@example.com>							
Department: Billing Agent: Admin Admin Agent Team: Quality Assurance Labels: Dugstaport	Support v Awaiting Agent v 1 v PROPERTIES TASKS (0)						
#2 Crawling with aphids!!1 Awaiting Agent 1 7 Susan <susan@example.tv> Department: Support Agent: Admin Admin</susan@example.tv>	Agent - Unassign Team - Assi Admin Admin v 1st Level Labels: x aphids x urgent						
Agent Team: 1st Level Support Labels: aphids Lincol M4 Undelivered Mail Returned to Sender Awaiting Agent 1							
Mailer-daemon <mailer-daemon@deskprodemo.com> Department: Support Agent: Unassigned</mailer-daemon@deskprodemo.com>	Lock III Merge ▼ III Macros ▼ 11						
Agent Team: No Team	REPLY NOTE						

You can pick from one of 16 predefined colors, or get the precise shade you like by entering a <u>hex color value</u> (we hope 16,777,216 possible colors are enough).

To set this up, go to the **Labels** section for each type of content (e.g. **Admin > Tickets > Labels**).

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- New Feature: Email Log Mass Actions
- New Feature: Shift-Click To Open Tabs In Background
- New Feature: Chat Search
- New Feature: Time for a Team Picture
- New Feature: Department Avatars
- New Feature: Even Better Automation
- New Feature: Create Tasks Automatically
- New Feature: Close Tabs in Bulk
- <u>New Feature: Primary Teams</u>
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